



Job Title	Pikes Peak Highway Ranger Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	2	Job Code	14426

Class Specification – Pikes Peak Highway Ranger Supervisor

Summary Statement:

The purpose of this position is to ensure visitors have a safe and pleasurable trip along the Pikes Peak Highway corridor that ranges in elevation from 7,800 feet to 14,115 feet above sea level. This is accomplished by supervising full time rangers and seasonal rangers; training staff to ensure high quality customer service; scheduling staff to ensure coverage for the gateway and road personnel for daily operations and special events; responding to incidents and accidents; and present interpretive programs. Other duties include collaboration with outside organizations for ranger coverage, special event setup, and support for the Pikes Peak International Hill Climb, Pikes Peak Bicycle Hill Climb and the Pikes Peak Ascent and Marathon; and coordinates training time for El Paso Search Rescue and Teller County Search and Rescue.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
65%	Supervises and manages ranger operations by hiring and training ranger staff; schedules shifts for ranger operations collaborating with employees to write individual performance plans including seasonal employees; supervises and trains ranger staff using proper customer service techniques; supervises and trains ranger staff to be an ambassador to Pikes Peak and area attractions; maintains and updates interpretive notebook for rangers; coordinates groups visiting Pikes Peak for formal presentations; completes daily bookkeeping associated with revenue collected; updates and maintains policy and procedures handbook for rangers; communicates with rangers via email by sending monthly ranger notes; orders ranger staff uniforms; and addresses visitor complaints by phone, email, letter, or in-person.
15%	Performs tollgate operations by collecting and performing complex cash register functions in accordance with the cash control financial differences policy; reviews tapes to monitor staff and troubleshoot cash errors; counsels staff for cash handling errors and creates a plan for improvement; answers visitor inquiries; answers telephones; monitors weather on the computer and relaying weather updates to rangers on the highway; and responds to emergency situations by calling proper authorities.



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15%	Performs road patrol operations by coordinating and communicating operations with rangers, road crew, and outside agencies as necessary; clears roads of safety hazards; performs safety brake checks and advises visitors how to drive safely; picks up trash along highway; checks and cleans restrooms along the highway; responds to emergency situations and performs first aid as appropriate; and completes incident reports.
5%	Develops and presents formal and informal presentations of interpretive programs to visitors.

Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports; prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Comprehensive Standardized Skills: Work requires the use of standard technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: Three years of full-time responsible supervisory and two years of program coordination experience.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

CPR certification (cardiopulmonary resuscitation)	Within 3 months of start date
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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

Prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Several Times per Month
Respiratory Hazards	Several Times per Week
Noise and Vibrations	Several Times per Month
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Work/hiking boots, sunglasses, sunscreen, hat, weather appropriate clothing for extreme hot or cold temperatures, sterile gloves, radio, telephone, calculator, copier, fax, small hand tools, vehicle, and infrared heat thermometer.



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Specialized Computer Equipment and Software: Windows XP, 2009 Microsoft Dynamics POS System, Microsoft Office, Cartegraph, and PeopleSoft.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: October 2014